

A Study on Training and Development Programme of Employee Performance of selected BPO Centres in Trichy District, Tamilnadu

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ABSTRACT

Impact of globalisation many organisations undertaking the business one country to another country. They require of the skilful employees in the organisations, after the recruitment process finished continuously training and development programmes started. The organisations give to the training and development programs recruited employees. The research paper analysing the employees be aware of the training and development program of employee performance of selected BPO centres in trichy district, Tamilnadu.

Give a man fish, and you have given him meal. Teach man to fish, and you have given him livelihood.

- An ancient Chinese proverb

1. Introduction

There are three terms which are used in the context of learning – education, training and development. The term education is used in a broader sense involving the development of an individual socially, mentally and physically, often, confusion arises in using the terms training and development. Therefore, understanding of the nature of training and development is important. Training and Development is a structured program with different methods designed by professionals in particular job. It has become most common and continuous task in any organization for updating skills and knowledge of employees in accordance with changing environment. Optimization of cost with available resources has become pressing need for every organization which will be possible only by way of improving efficiency and productivity of employees, possible only by way of providing proper employee training and development conditioned to that it should be provided by professionals.

2. Statement of the Problem

In spite of the increasing things on training of organizational employees by organizations, there is still limited literature on human resource development issues in developing countries and increasing concerns from organizational customers towards jumped in the China, Philippines and Malaysia BPO sectors. It is further worth noting that while much is known about the economics of training in the developed world, studies of issues associated with training our competitor countries are rarely found. Hence, I have choose the analysing the employees understand the training and development program of employee performance of selected BPO's in Trichy district, tamilnadu.

3. Objectives of the study

- To Study the Training and development program BPO's in Trichy district, Tamilnadu

- To know the employees view towards Training and Development program of the Organization.

4. Methodology of the study

The Research is Exploratory Research. The data is collected through 50 employees from three BPO's namely Omega, First sources and capgemini.

Sample Design

The method used for sample technique is random sampling method.

Sample Size

The present study takes into consideration a sample size of 50 from Omega, First sources and capgemini.

Tools of Analysis

The collected data has been represented through percentage table

Data Collection

Source of data for this project are both primary and secondary.

Primary data

The primary data are those which are collected for the first time and thus happened to be the original in character. In this paper, survey method is done through questionnaire.

Secondary data

Apart from primary data collected, the data collected through text books, journals from library and internet is used for study.

Instrument

The instrument used for the study is questionnaire. The questionnaire consists of both closed as well as open ended questions.

5. Limitations of the study

- The respondents were limited and cannot be treated as the whole population.
- The respondents may be biased.
- Time was the major constraint. The accuracy of indications given by the respondents may not be consider adequate

6. Literature Review

G.S. Maheswari and J. Jenifer (2017) In Cameo Corporate Services Ltd., the concern should provide some effective strategy for the training and development of an employee. The factors should be analysed for training and development properly to increase the company value among the competitors. It is learned that the company is a world good organization as compared with other competitors available in the market. For a considerable period of time, it is stated that the effective training will produce the effective result in the employee growth as well as the company growth.

Tanveer Khan (2016) this study analyzed the training and development process based on the questioner survey of Airtel. The company profile with visions and goals is reported here. In this study the questioner survey including 30 employees of training and development for the company. This study also presents training evaluation, training options, training objectives of airtel, training methods used in airtel, topics of employee training in airtel, survey of 30 employees. Finally, conclusions are drawn based on the survey of employees in airtel.

7. Analysis and explanation of the data

Table No.1
Demographical background of the respondents

S.No	Demographical	No of respondents N= 50	%
1	Gender		
	Male	13	26.0
	Female	37	74.0
2	Educational Qualification		
	HSC	6	12.0
	UG	28	56.0
	PG	8	16.0
	BE	6	12.0
	Diploma	2	4.0
3	Age group		
	18 – 25	23	46.0
	26 – 35	11	22.0
	36 – 45	7	14.0
	46 – 55	5	10.0
	56 – 59	4	8.0
4	Marital status		
	Single	34	68.0
	Married	16	32.0
5	Department		
	Sales	9	18.0
	customer grievances	20	40.0
	Billing	6	12.0
	Internet	15	30.0

6	Experience		
	0 – 5 years	26	52.0
	6 – 10 years	14	28.0
	11 – 15 years	7	14.0
	more than 15 years	3	6.0

Sources: Primary data

As shown in the above table, a total of 50 responded to the questionnaire in this study. The majority of the respondents (74%) to the study were female, indicating that more females are involved in the BPO industry in compared to males (26%)

It is evidenced that the respondents from the companies hold a range of educational qualifications falling between higher secondary level and degree level. Of the respondents from the companies, 12% had on education higher secondary level, 56% had on undergraduate level, 16% had on education on post graduate level and only 12% had education from the BE level. 4% had on diploma level. The majority of the respondents (56%) were undergraduate degree holders of the company. Indicating that there is not much skill amongst the employees in these companies and hence training may be a very important requirement in these companies to improve employee skills so as to improve their performance at work.

The above table shows that 23 respondents are in the age group of 18 years to 25 years constituting 46%. And 22 % of the respondents belong to the age group of 26 years to 35 years. 14% of the respondents belong to 36years to 45 years. 10% of them belong to 46 years to 55 years and the lowest 8% of them belong to 56 years to 59 years.

Of all, 32% of the respondents are married and 68% of the respondents are single. As far as rural Bpo industry is concerned, the numbers of unmarried employees are working under this sector; hence there is reasonable amount of single respondents.

Department wise classification of the respondents. It shows that the highest percentage (40%) of the respondents belong to customer grievances department. 18% of the them belong to sales department.39% of the them belong to internet department.12% of them belong to billing department.

Experience wise classification of the respondents, It shows that, the highest percentage (52%) of the respondents have experience range between 0 years and 5 years followed by 28% of the respondents with work experience of 6 years to 10 years. 7 respondents have experience of 11 to 15 years and above which constitutes 14 %. Lowest percentage of 6% respondents have more than 15 years.

Table No.2
What types of training methods has using?

Methods of training	No. Of Respondents	%
On the Job Training	22	44.0
Off the Job Training	13	26.0
Both	15	30.0

Source: primary data

22 respondents say that On the Job Training is most suitable, 13 respondents say that Off the Job Training is most suitable and 15 respondents are say both the training methods.

Table No.3
How were you selected for training?

Methods of training selection	No. Of Respondents	%
On joining the company	14	28.0
Supervisors recommendation	10	20.0
Compulsory for all employees	3	6.0
Upon employee request	3	6.0
Performance appraisal	14	28.0
Don't know	6	12.0

Source: primary data

The above table shows that methods of training program selected 20% respondents are supervisor's recommendation 28% respondents are on joining the company and performance appraisal system. 6% of the respondents are compulsory for all employees and request of employees and followed by 12% respondents are doing know the training selection.

Table No.4
Training is organized?

Organised of training	No. Of Respondents	Percentage
Quarterly	9	18.0
half yearly	26	52.0
once a year	8	16.0
Every two years	7	14.0

Source: primary data

It has been observed that 52% respondents are suggestions training have organised half yearly, 18% respondents are training have organised quarterly, 16% respondents says that yearly once and 14% respondents training organised every two years.

Table No.5
What are the methods of facilitation at the training you have attended?

Methods of facilitation	No. Of Respondents	Percentage
Lecture	12	24.0
Demonstrations	11	22.0
Discussions	5	10.0
Presentation	16	32.0
Seminar	6	12.0

Sources: Primary Data

From the survey it is vivid that 32% of the respondents are presentation method attended, 24% respondents are attended

References

1. Tanveer Khan, (2016), Training and Development Programm in Airtel: The Status of Art, IOSR Journal of Business and Management (IOSR-JBM), e-ISSN: 2278-487X, p-ISSN: 2319-7668. Volume 18, Issue 1.Ver. I (Jan. 2016), PP 74-88.
2. G.S. Maheswari and J. Jenifer2(2017), A Study of Employees Training and Development in BPO Sector,

lecture method, 22% of the respondents are demonstrations, 12% respondents are seminar methods and 10% respondents are opinions discussions methods

Table No.6
Respondent's opinion in relation to the various training program on usefulness of yes or no questions.

S.No.	Various training program	No of respondent		%	
		Yes	No	Yes	No
1	Training & Development program	40	10	80.0	20.0
2	Development of skills	39	11	78.0	22.0
3	Changes in working efficiency after training	40	10	80.0	20.0
4	Training improve performance	41	09	82.0	18.0
5	Motivation is increased productivity	43	07	86.0	14.0
6	Got innovative ideas during training	43	07	86.0	14.0
7	Satisfied with the training procedure	27	23	54.0	46.0

Sources: Primary Data

It has been observed that 80% respondents are says training and development programs and changes in working efficiency after training was very useful, 86% respondents are positively says motivation is increased productivity and got it innovative ideas during training, 82% respondents are training improve performance, 80% are respondents are changes in working efficiency after training, 78% respondents are development skill was improved and finally 54% are satisfied with the training procedure.

8. Conclusion

The importance of training and development in the corporate world has been highlighted in the previous literature. Thus, it is essential to examine any issues related to training and development in any business sector. The purpose of this study is to examine the effects of training on employee performance within the BPO industry in Trichy district, Tamilnadu. In the three the concerns should provide some effective strategy for the training and development of an employee. The factors should be analysed for training and development properly to increase the company value among the competitors. For a considerable period of time, it is stated that the effective training will produce the effective result in the employee growth as well as the company growth.